



United States Department of State

U.S. Embassy Pristina

VACANCY ANNOUNCEMENT
10/2014

OPEN TO: ALL INTERESTED CANDIDATES
POSITION: **VISA ASSISTANT**
OPENING DATE: APRIL 16, 2014
CLOSING DATE: APRIL 30, 2014
WORK HOURS: FULL-TIME; 40 HRS/WEEK
SALARY: FSN-8 (16,291.00 €)

U.S. Embassy Pristina is seeking a qualified individual for the position of **VISA ASSISTANT** in the Embassy Consular Section.

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

BASIC FUNCTION OF POSITION

Jobholder performs full range of non-immigrant visa services within a relatively complex set of immigration laws, policies and workload priorities. Reviews applications and prepares cases for the consular officer. Liaises with MFA (Ministry of Foreign Affairs) and government offices. Required to coordinate work with the Consular Section in Skopje. Process visa cases from start to finish including data entry, recordkeeping, printing, and quality assurance checks. Primary correspondence drafter and point of contact with public.

MAJOR DUTIES & RESPONSIBILITIES

(1) NON-IMMIGRANT VISA ASSISTANT (85%)

Performs full range of NIV services, including preparing full range of visa applications for consular officer adjudication; responsible for prescreening applications for completeness; exercises judgment based on guidelines when to not accept incomplete applications; prints, quality checks, and distributes visas to the applicants. Provides substantive guidance on all NIV-related issues to rest of consular section and throughout the Mission. Maintains consular files and works with the local guard force to maintain order in the entry and exit of incoming visa appointment holders to the consular section.

Provides essential interpretation and translation services for Consul during NIV interviews and for correspondence. Serves as liaison with host country officials and conducts research on host government regulations and procedures including legal research.

Provides Kosovar, U.S. citizens, and third country nationals with general written and oral NIV information, as well as complex information concerning NIV regulations, requirements and application procedures in English, Albanian, and Serbian. Independently responds to telephone and written requests for information concerning NIV, application procedures and Consular Section services. Uses computer skills to automate office processes, create and maintain spreadsheets and databases, assists with compiling or statistics and data for use in a variety of reporting and products, create presentations and draft publications for public

dissemination, under guidance of the Consular Officer, in order to streamline office procedures and filing systems and disseminate consular information to the public.

(2) ACS ASSISTANT (10%)

Serves as ad-hoc and backup ACS assistant. Interviews and assists passport applicants and develops cases for adjudication by the Consul. Exercises judgment on consular report of birth cases. Assists when necessary, including during disruption to leisure time, on Special Citizens Services cases, including death, welfare whereabouts, arrests, destitution and medical evacuation.

(3) CASHIER (5%)

Collects all applicable consular fees. Handles problems regarding genuineness of cash or cash instruments.

REQUIRED QUALIFICATIONS:

Education: At least two years of college or university study is required in order to have sufficient skills to analyze, interpret and apply regulatory or legal information.

Prior Work Experience: At least three years of clerical, administrative, government or para-professional experience is required; one year of consular experience is required to reach full performance.

Language Proficiency: Level 4 (Fluent) English and Albanian proficiency; Level 3 (good) Serbian.

Knowledge: Knowledge of Microsoft Word, Excel, and PowerPoint is required. Must have the ability to obtain a thorough knowledge of U.S. Visa law and regulations and be able to understand policy and procedural guidelines issued by the Bureau of Consular Affairs and other government agencies.

Skills and Abilities: Highly developed skills in spoken and written communications, excellent customer service, ability to effectively communicate with the public, attention to detail, and the ability to actively plan up to six months ahead are required. The incumbent should also possess the ability to work calmly, quickly, and accurately under pressure. Ability to work with complicated and sophisticated computer programs and navigate and conduct searches on the Internet required.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest and budget in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current ordinarily resident employees with an overall summary rating of needs improvement or unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
4. The candidate must successfully pass a background investigation conducted by the Regional Security Office.

TO APPLY - Interested candidates for this position must submit the following for consideration of the application:

- 1) Universal Application for Employment (UAE);
- 2) A current resume or curriculum vitae that provides the same information found on the UAE;
- 3) Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application;
- 4) any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above;
- 5) Copy of Kosovo ID or copy of Passport.

APPLICATIONS CAN BE SUBMITTED AS FOLLOWS:

Hand deliver to:

Embassy Human Resources Office

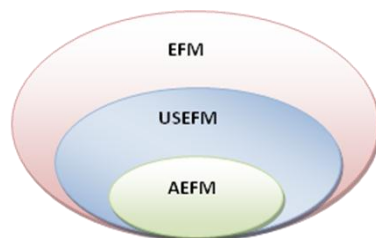
Rr. Nazim Hikmet Nr.30

10000 Pristina, Kosovo

CLOSING DATE FOR THIS POSITION: APRIL 30, 2014 - BY COB (CLOSE OF BUSINESS)

The US Mission in Pristina provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).